Getting
Started with Word 2002

Objectives

► **Understand word processing software**
► **Start Word 2002**
► **Explore the Word program window**
► **Start a document**
MOUS ► **Save a document**
MOUS ► **Print a document**
► **Use the Help system**
► **Close a document and exit Word**

Microsoft Word 2002 is a word processing program that makes it easy to create a variety of professional-looking documents, from simple letters and memos to newsletters, research papers, Web pages, business cards, resumes, financial reports, and other documents that include multiple pages of text and sophisticated formatting. In this unit, you will explore Word's editing and formatting features and learn how to start Word and create a document. 🖌 Alice Wegman is the marketing manager at MediaLoft, a chain of bookstore cafés that sells books, music, and videos. Alice familiarizes herself with Word and uses it to create a memo to the marketing staff. You will work with Alice as she creates her memo.

Understanding Word Processing Software

A **word processing program** is a software program that includes tools for entering, editing, and formatting text and graphics. Microsoft Word is a powerful word processing program that allows you to create and enhance a wide range of documents quickly and easily. Figure A-1 shows the first page of a report created using Word and illustrates some of the Word features you can use to enhance your documents. The electronic files you create using Word are called **documents**. One of the benefits of using Word is that document files are stored on a disk, making them easy to transport and revise. Alice needs to write a memo to the marketing staff to inform them of an upcoming meeting. Before beginning her memo, she explores Word's editing and formatting capabilities.

Details

You can use Word to accomplish the following tasks:

► **Type and edit text**

Word's editing tools make it simple to insert and delete text in a document. You can add text to the middle of an existing paragraph, replace text with other text, undo an editing change, and correct typing, spelling, and grammatical errors with ease.

► **Copy and move text from one location to another**

Using Word's more advanced editing features you can copy or move text from one location and insert it in a different location in a document. You also can copy and move text between documents. Being able to copy and move text means you don't have to retype text that is already entered in a document.

► **Format text and paragraphs with fonts, colors, and other elements**

Word's sophisticated formatting tools allow you to make the text in your documents come alive. You can change the size, style, and color of text, add lines and shading to paragraphs, and enhance lists with bullets and numbers. Using text-formatting features creatively helps you highlight important ideas in your documents.

► **Format and design pages**

Word's page-formatting features give you power to design attractive newsletters, create powerful resumes, and produce documents such as business cards, CD labels, and books. You can change the paper size and orientation of your documents, add headers and footers to pages, organize text in columns, and control the layout of text and graphics on each page of a document.

► **Enhance documents with tables, charts, diagrams, and graphics**

Using Word's powerful graphic tools you can spice up your documents with pictures, photographs, lines, shapes, and diagrams. You also can illustrate your documents with tables and charts to help convey your message in a visually interesting way.
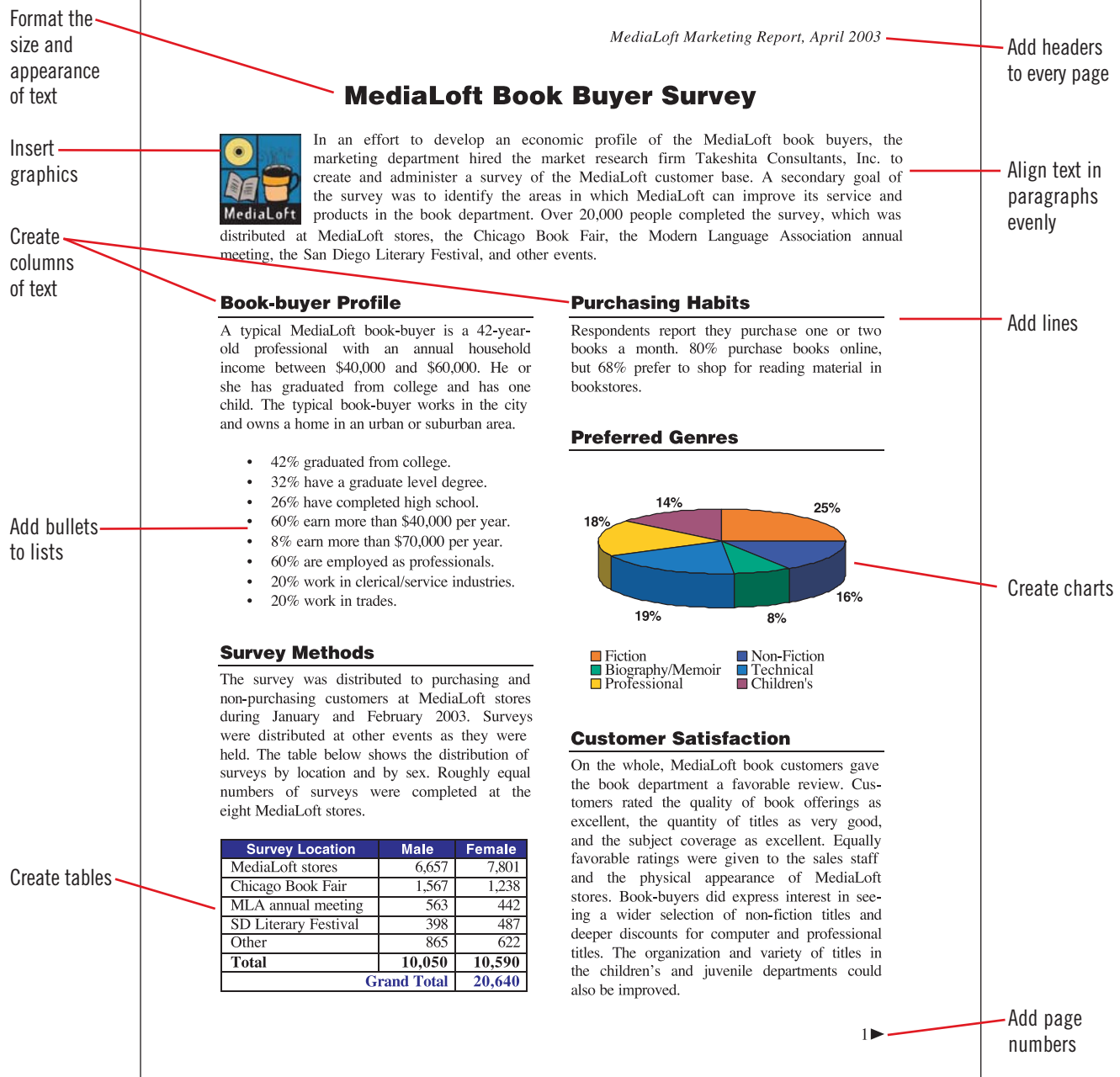
► **Create Web pages**

Word's Web page design tools allow you to create documents that others can read over the Internet or an intranet. You can enhance Web pages with themes and graphics, add hyperlinks, create online forms, and preview Web pages in your Web browser.

► **Use Mail Merge to create form letters and mailing labels**

The Word Mail Merge feature allows you to easily send personalized form letters to many different people. You can also use Mail Merge to create mailing labels, directories, e-mail messages, and many other types of documents.

Format the size and appearance of text

Insert graphics

Create columns of text

Add bullets to lists

Create tables

Add headers to every page

Align text in paragraphs evenly

Add lines

Create charts

Add page numbers

Word 2002

MediaLoft Marketing Report, April 2003

MediaLoft Book Buyer Survey

In an effort to develop an economic profile of the MediaLoft book buyers, the marketing department hired the market research firm Takeshita Consultants, Inc. to create and administer a survey of the MediaLoft customer base. A secondary goal of the survey was to identify the areas in which MediaLoft can improve its service and products in the book department. Over 20,000 people completed the survey, which was distributed at MediaLoft stores, the Chicago Book Fair, the Modern Language Association annual meeting, the San Diego Literary Festival, and other events.

Book-buyer Profile

A typical MediaLoft book-buyer is a 42-year-old professional with an annual household income between $40,000 and $60,000. He or she has graduated from college and has one child. The typical book-buyer works in the city and owns a home in an urban or suburban area.

- 42% graduated from college.
- 32% have a graduate level degree.
- 26% have completed high school.
- 60% earn more than $40,000 per year.
- 8% earn more than $70,000 per year.
- 60% are employed as professionals.
- 20% work in clerical/service industries.
- 20% work in trades.

Survey Methods

The survey was distributed to purchasing and non-purchasing customers at MediaLoft stores during January and February 2003. Surveys were distributed at other events as they were held. The table below shows the distribution of surveys by location and by sex. Roughly equal numbers of surveys were completed at the eight MediaLoft stores.

Survey Location	Male	Female
MediaLoft stores	6,657	7,801
Chicago Book Fair	1,567	1,238
MLA annual meeting	563	442
SD Literary Festival	398	487
Other	865	622
Total	**10,050**	**10,590**
	Grand Total	20,640

Purchasing Habits

Respondents report they purchase one or two books a month. 80% purchase books online, but 68% prefer to shop for reading material in bookstores.

Preferred Genres

14% 25% 18% 16% 19% 8%

- Fiction
- Biography/Memoir
- Professional
- Non-Fiction
- Technical
- Children's

Customer Satisfaction

On the whole, MediaLoft book customers gave the book department a favorable review. Customers rated the quality of book offerings as excellent, the quantity of titles as very good, and the subject coverage as excellent. Equally favorable ratings were given to the sales staff and the physical appearance of MediaLoft stores. Book-buyers did express interest in seeing a wider selection of non-fiction titles and deeper discounts for computer and professional titles. The organization and variety of titles in the children's and juvenile departments could also be improved.

1 ▶

CLUES TO USE

Planning a document

Before you create a new document, it's a good idea to spend time planning it. Identify the message you want to convey, the audience for your document, and the elements, such as tables or charts, you want to include. You should also think about how you want your document to sound and look—is it a business letter, which should be written in a pleasant, but serious tone and have a formal appearance, or are you creating a flyer that must be colorful, eye-catching, and fun to read?

The purpose and audience for your document will determine the appropriate design. Planning the layout and design of a document involves deciding how to organize the text, selecting the fonts to use, identifying the graphics to include, and selecting the formatting elements that will enhance its message and appeal. For longer documents, such as newsletters, it can be useful to sketch the layout and design of each page before you begin.

Starting Word 2002

Before starting Word, you must start Windows by turning on your computer. Once Windows is running, you can start Word or any other application by using the Start button on the Windows taskbar. You can also start Word by clicking the Word icon on the Windows desktop or the Word icon on the Microsoft Office Shortcut bar, if those items are available on your computer. Alice uses the Start button to start Word so she can familiarize herself with its features.

Steps 1 2 3 4

1. Click the **Start button** 🔳Start on the Windows taskbar
The Start menu opens on the desktop.

2. Point to **Programs** on the Start menu
The Programs menu opens, as shown in Figure A-2. The Programs menu displays the list of programs installed on your computer. If you are using personalized menus in Windows, your Programs menu might display only the most frequently used programs; click the double arrow at the bottom of the Programs menu to expand the menu and display the complete list of programs.

Trouble?

If Microsoft Word is not on your Programs menu, ask your technical support person for assistance.

3. Click **Microsoft Word** on the Programs menu
The **Word program window** opens and displays a blank document and the New Document task pane, as shown in Figure A-3. The blank document opens in the most recently used view. **Views** are different ways of displaying a document in the document window. Figure A-3 shows a blank document in Print Layout view. The lessons in this unit will use Print Layout view.

4. Click the **Print Layout View button** 🔲 as shown in Figure A-3
If your blank document opened in a different view, the view changes to Print Layout view.

Trouble?

If your toolbars are on one row, click the Toolbar Options button » at the end of the Formatting toolbar, then click Show Buttons on Two Rows.

5. Click the **Zoom list arrow** on the Standard toolbar as shown in Figure A-3, then click **Page Width**
The blank document fills the document window. Your screen should now match Figure A-3. The blinking vertical line in the upper-left corner of the document window is the **insertion point**. It indicates where text will appear when you type.

6. Move the mouse pointer around in the Word program window
The mouse pointer changes shape depending on where it is in the Word program window. In the document window in Print Layout view, the mouse pointer changes to an **I-beam pointer** ⌶ or a **click and type pointer** ⌶≡. You use these pointers to move the insertion point in the document or to select text to edit. Table A-1 describes common mouse pointers.

7. Place the mouse pointer over a toolbar button
When you place the pointer over a button or some other element of the Word program window, a ScreenTip appears. A **ScreenTip** is a label that identifies the name of the button or feature.

TABLE A-1: Common Word pointers

pointer	use to
⌶	Move the insertion point in a document or to select text
⌶≡ or ⌶̲	Move the insertion point in a blank area of a document in Print Layout or Web Layout view; automatically applies the paragraph formatting required to position text at that location in the document
↖	Click a button, menu command, or other element of the Word program window; appears when you point to elements of the Word program window
⬈	Select a line or lines of text; appears when you point to the left edge of a line of text in the document window
🖑	Open a hyperlink; appears when you point to a hyperlink in the task pane or a document

FIGURE A-2: Starting Word from the Programs menu

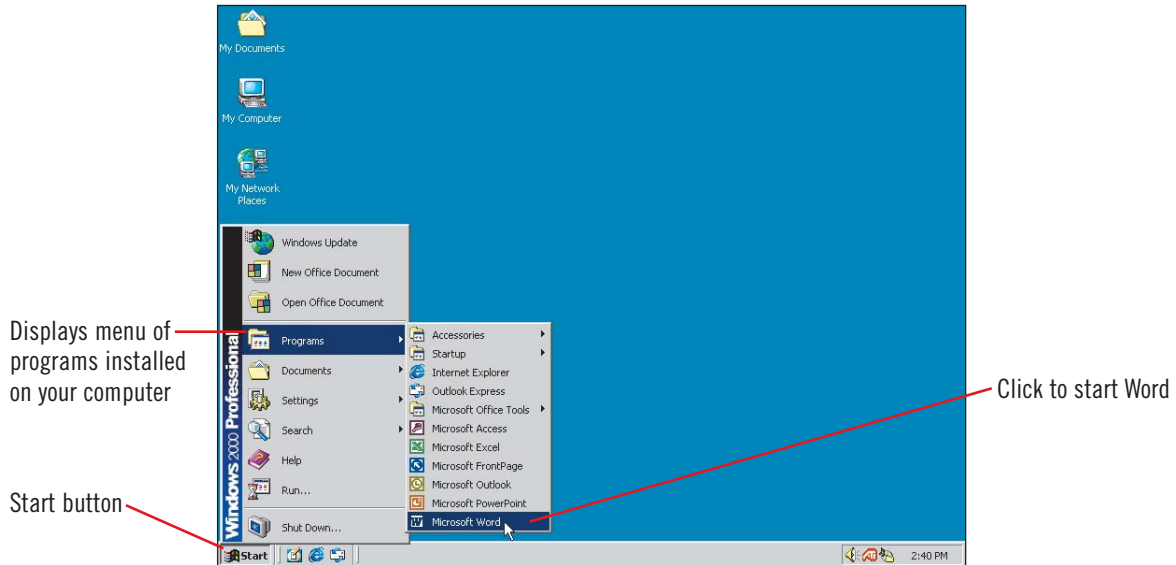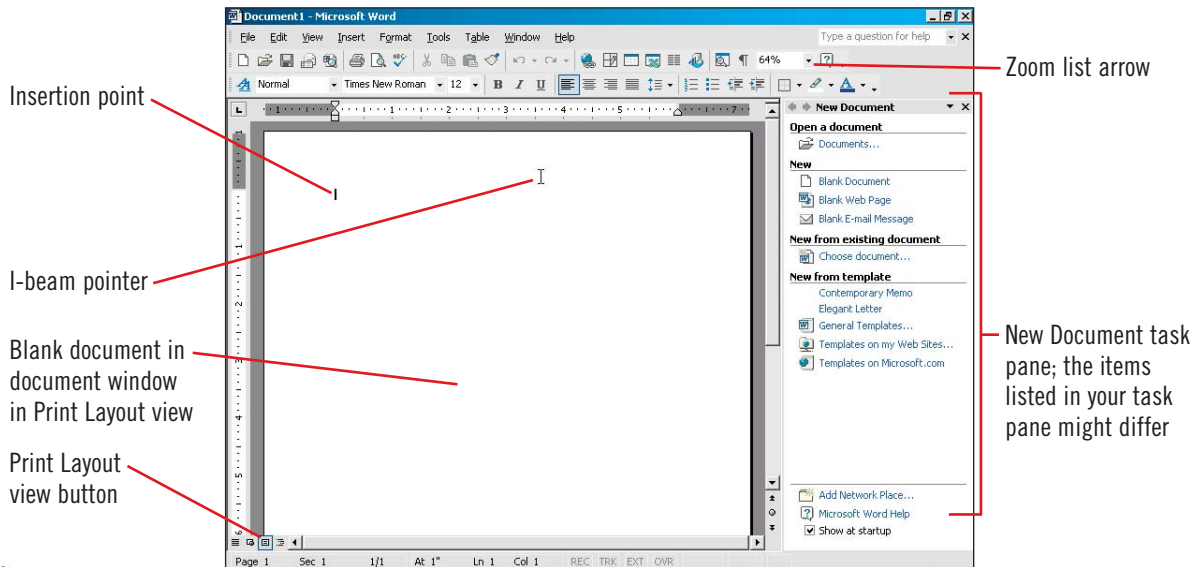Displays menu of programs installed on your computer

Click to start Word

Start button

FIGURE A-3: Word program window in Print Layout view

Insertion point

Zoom list arrow

I-beam pointer

Blank document in document window in Print Layout view

New Document task pane; the items listed in your task pane might differ

Print Layout view button

CLUES TO USE

Using Word document views

Each Word view provides features that are useful for working on different types of documents. The default view, **Print Layout view**, displays a document as it will look on a printed page. Print Layout view is helpful for formatting text and pages, including adjusting document margins, creating columns of text, inserting graphics, and formatting headers and footers. Also useful is **Normal view**, which shows a simplified layout of a document, without margins, headers and footers, or graphics. When you want to quickly type, edit, and format text, it's often easiest to work in Normal view. **Web Layout view** allows you to accurately format Web pages or documents that will be viewed on a computer screen. In Web Layout view, a document appears just as it will when viewed with a Web browser. Finally, **Outline view** is useful for editing and formatting longer documents that include multiple headings. Outline view allows you to reorganize text by moving the headings.

You switch between views by clicking the view buttons on the horizontal scroll bar or by using the commands on the View menu. Changing views does not affect how the printed document will appear. It simply changes the way you view the document in the document window.

Exploring the Word Program Window

When you start Word, a blank document appears in the document window and the New Document task pane appears. Alice examines the elements of the Word program window.
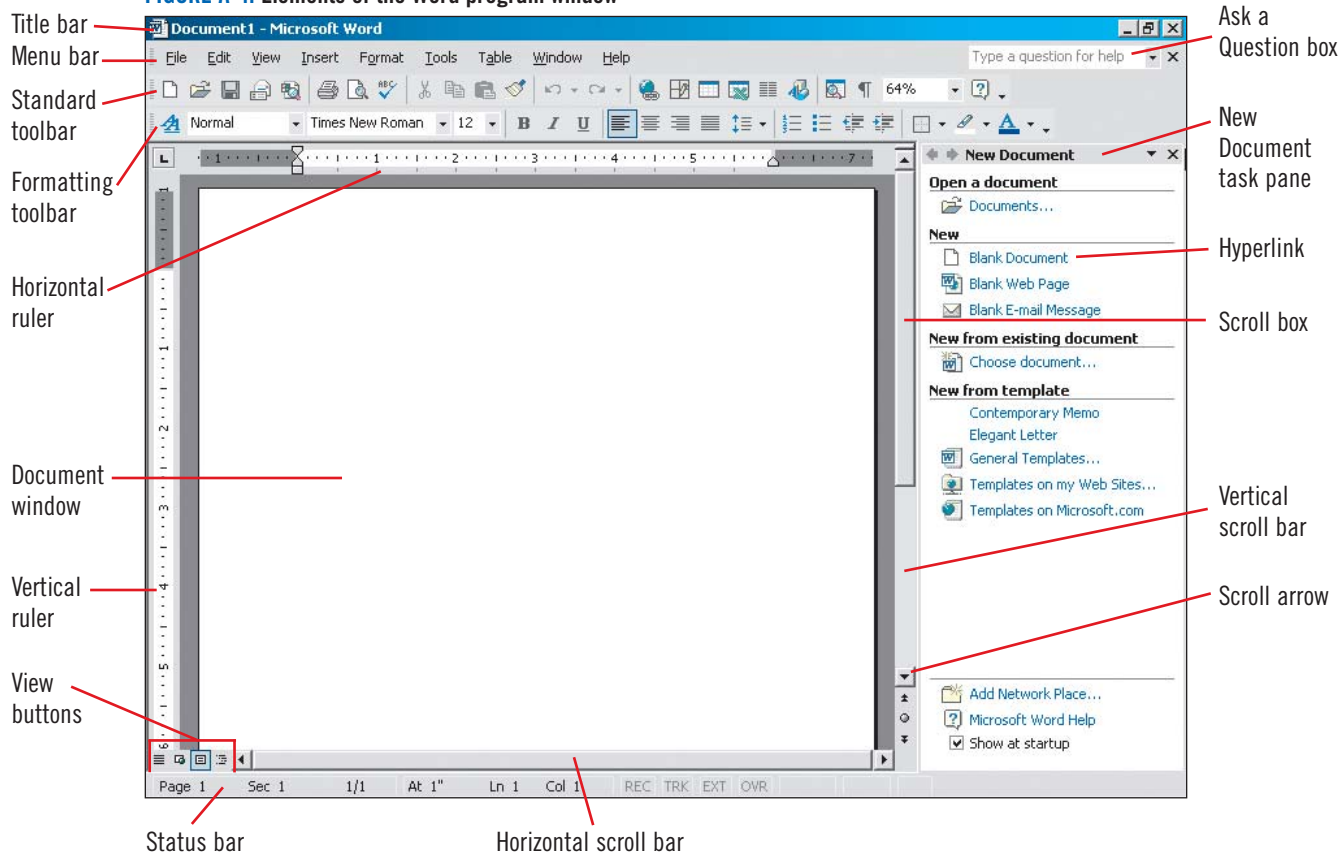
Details

Using Figure A-4 as a guide, find the elements described below in your program window.

► The **title bar** displays the name of the document and the name of the program. Until you give a new document a different name, its temporary name is Document1. The title bar also contains resizing buttons and the program Close button, common to all Windows programs.

► The **menu bar** contains the names of the Word menus. Clicking a menu name opens a list of commands from which you can choose. The menu bar also contains the Ask a Question box and the Close Window button. You use the **Ask a Question box** to access the Word Help system.

► The **toolbars** contain buttons for the most commonly used commands. The **Standard toolbar** contains buttons for frequently used operating and editing commands, such as saving a document, printing a document, and cutting, copying, and pasting text. The **Formatting toolbar** contains buttons for commonly used formatting commands, such as changing font type and size, applying bold to text, and changing paragraph alignment. The Clues to Use in this lesson provides more information about working with Word's toolbars.

► The **New Document task pane** contains shortcuts for opening a document and for creating new documents. The blue words in the New Document task pane are **hyperlinks** that provide quick access to existing documents, document templates, and dialog boxes used for creating and opening documents. As you learn more about Word, you will work with other task panes that provide shortcuts to Word formatting and editing features. Clicking a hyperlink in a task pane can be quicker than using menu commands and toolbar buttons to accomplish a task.

► The **document window** displays the current document. You enter text and format your document in the document window.

► The horizontal and vertical rulers appear in the document window in Print Layout view. The **horizontal ruler** displays left and right document margins as well as the tab settings and paragraph indents, if any, for the paragraph in which the insertion point is located. The **vertical ruler** displays the top and bottom document margins.

► The **vertical and horizontal scroll bars** are used to display different parts of the document in the document window. The scroll bars include **scroll boxes** and **scroll arrows**, which you can use to easily move through a document.

► The **view buttons** at the left end of the horizontal scroll bar allow you to display the document in Normal, Web Layout, Print Layout, or Outline view.

► The **status bar** displays the page number and section number of the current page, the total number of pages in the document, and the position of the insertion point in inches, lines, and characters. The status bar also indicates the on/off status of several Word features, including tracking changes, overtype mode, and spelling and grammar checking.

Title bar
Menu bar
Standard toolbar
Formatting toolbar
Horizontal ruler
Document window
Vertical ruler
View buttons

Ask a Question box
New Document task pane
Hyperlink
Scroll box
Vertical scroll bar
Scroll arrow

Status bar
Horizontal scroll bar

Word 2002

CLUES TO USE

Working with toolbars and menus in Word 2002

The lessons in this book assume you are working with full menus and toolbars visible, which means the Standard and Formatting toolbars appear on two rows and display all the buttons, and the menus display the complete list of menu commands.

You can also set Word to use personalized toolbars and menus that modify themselves to your working style. When you use personalized toolbars, the Standard and Formatting toolbars appear on the same row and display only the most frequently used buttons. To use a button that is not visible on a toolbar, click the Toolbar Options button ⬀ at the end of the toolbar, and then click the button you want on the Toolbar Options list. As you work, Word adds the

buttons you use to the visible toolbars, and moves the buttons you haven't used recently to the Toolbar Options list. Similarly, Word menus adjust to your work habits, so that the commands you use most often appear on shortened menus. You click the double arrow at the bottom of a menu to view additional menu commands.

To work with full toolbars and menus visible, you must turn off the personalized toolbars and menus features. To turn off personalized toolbars and menus, click Tools on the menu bar, click Customize, select the Show Standard and Formatting toolbars on two rows and Always show full menus check boxes on the Options tab, and then click Close.

Starting a Document

You begin a new document by simply typing text in a blank document in the document window. Typing with a word processor is easy because word processors include a **word-wrap** feature, which means as you reach the edge of the page when you type, Word automatically moves the insertion point to the next line of the document. You need only press [Enter] when you want to start a new paragraph or insert a blank line. Also, you can easily edit text in a document by inserting new text or by deleting existing text. ✐ Alice types a quick memo to the marketing staff to inform them of the agenda and schedule for the next marketing meeting.

Steps 1 2 3 4

1. Click the **Close button** in the New Document task pane
   The task pane closes and the blank document fills the screen.

2. Type **Memorandum**, then press **[Enter]** four times
   Each time you press [Enter] the insertion point moves to the start of the next line.

3. Type **DATE:**, then press **[Tab]** twice
   Pressing [Tab] moves the insertion point several spaces to the right. You can use the [Tab] key to align the text in a memo header or to indent the first line of a paragraph.

4. Type **April 21, 2003**, then press **[Enter]**
   When you press [Enter], a purple dotted line appears under the date. This dotted underline is a **smart tag**. It indicates that Word recognizes the text as a date. If you move the mouse pointer over the smart tag, a **Smart Tag Actions button** ⓘ appears above the date. Smart tags are just one of many automatic features you will encounter as you type. Table A-2 describes other automatic features available in Word. You can ignore the smart tags in your memo.

5. Type: **TO: [Tab] [Tab] Marketing Staff [Enter]**
            FROM: [Tab] Your Name [Enter]
            RE: [Tab] [Tab] Marketing Meeting [Enter] [Enter]
   Red or green wavy lines may appear under the words you typed. A red, wavy line means the word is not in Word's dictionary and might be misspelled. A green, wavy line indicates a possible grammar error. You can correct any typing errors you make later.

6. Type **The next marketing meeting will be held May 6th at 10 a.m. in the Bloomsbury room on the ground floor.**
   As you type, notice that the insertion point moves automatically to the next line of the document. You also might notice that Word corrects typing errors or makes typographical adjustments as you type. This feature is called **AutoCorrect**. AutoCorrect automatically detects and adjusts typos, certain misspelled words (such as "taht" for "that"), and incorrect capitalization as you type. For example, in the memo, Word automatically changed "6th" to "6th."

7. Type **Heading the agenda will be a discussion of our new cafe music series, scheduled for August. Please bring ideas for promoting this exciting new series to the meeting.**
   When you type the first few characters of "August," Word's AutoComplete feature displays the complete word in a ScreenTip. **AutoComplete** suggests text to insert quickly into your documents. You can ignore AutoComplete for now. Your memo should resemble Figure A-5.

8. Position the pointer ⌶ after **for** (but before the space) in the second sentence, then click
   Clicking moves the insertion point after "for."

9. Press **[Backspace]** three times, then type **to debut in**
   Pressing [Backspace] removes the character before the insertion point.

10. Move the insertion point before **marketing** in the first sentence, then press **[Delete]** ten times to remove the word marketing and the space after it
    Pressing [Delete] removes the character after the insertion point. Figure A-6 shows the revised memo.

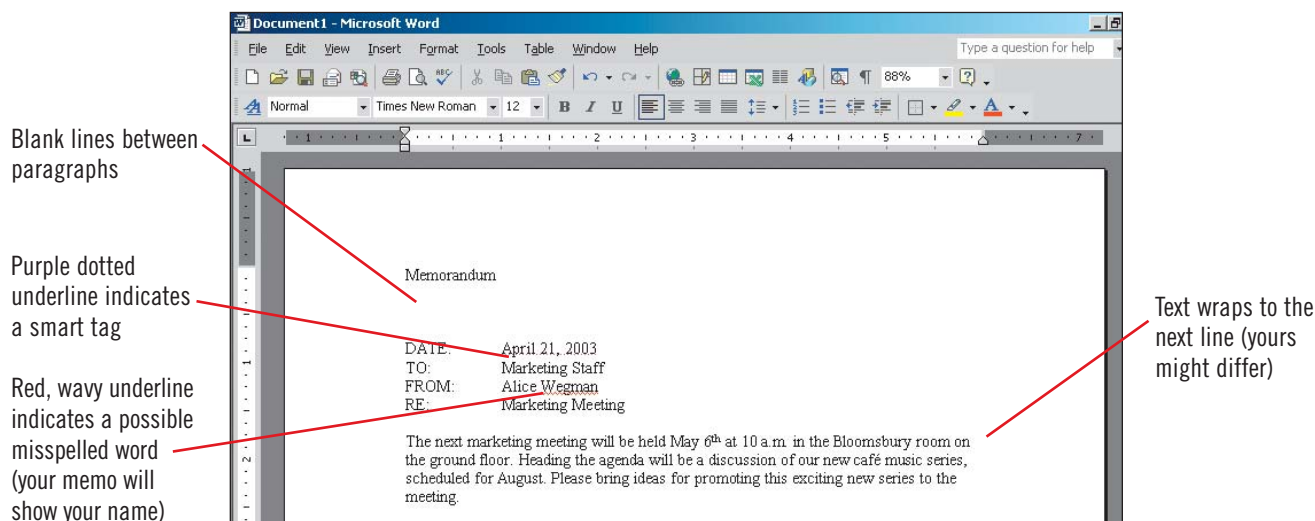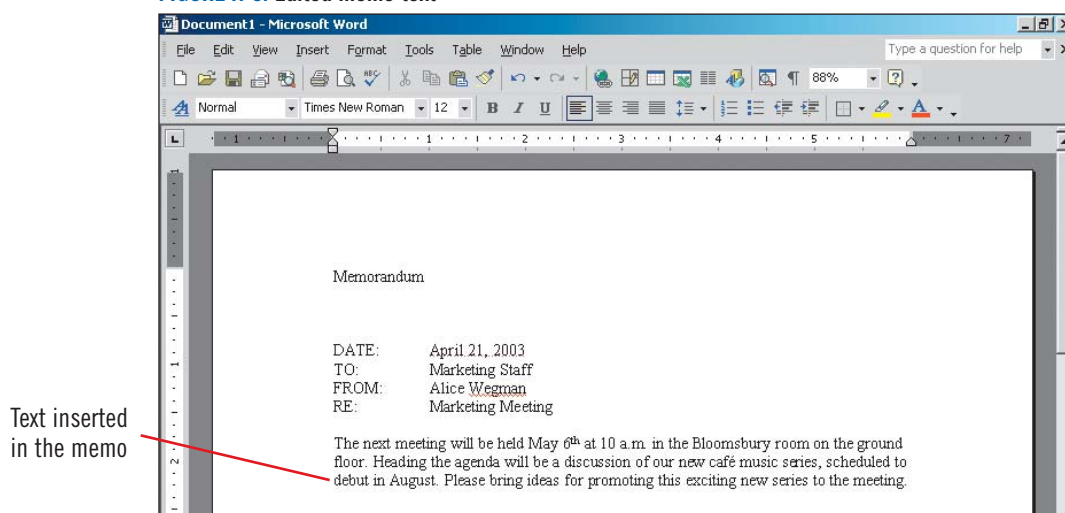**FIGURE A-5:** Memo text in the document window

Blank lines between paragraphs

Purple dotted underline indicates a smart tag

Red, wavy underline indicates a possible misspelled word (your memo will show your name)

Text wraps to the next line (yours might differ)

Memorandum

DATE: April 21, 2003
TO: Marketing Staff
FROM: Alice Wegman
RE: Marketing Meeting

The next marketing meeting will be held May 6th at 10 a.m. in the Bloomsbury room on the ground floor. Heading the agenda will be a discussion of our new café music series, scheduled for August. Please bring ideas for promoting this exciting new series to the meeting.

FIGURE A-6: Edited memo text

Memorandum

DATE: April 21, 2003
TO: Marketing Staff
FROM: Alice Wegman
RE: Marketing Meeting

Text inserted in the memo

The next meeting will be held May 6th at 10 a.m. in the Bloomsbury room on the ground floor. Heading the agenda will be a discussion of our new café music series, scheduled to debut in August. Please bring ideas for promoting this exciting new series to the meeting.

TABLE A-2: Word's automatic features

feature	what appears	to use
AutoComplete	A ScreenTip suggesting text to insert appears as you type	Press [Enter] to insert the text suggested by the ScreenTip; continue typing to reject the suggestion
Spelling and grammar	A red, wavy line under a word indicates a possible misspelling; a green wavy line under text indicates a possible grammatical error	Right-click red- or green-underlined text to display a shortcut menu of correction options; click a correction to accept it and remove the wavy underline
AutoCorrect	A small blue box appears when you place the pointer under text corrected by AutoCorrect; an AutoCorrect Options button appears when you point to the corrected text	Word automatically corrects typos, minor spelling errors, and capitalization, and adds typographical symbols (such as © and ™) as you type; to reverse an AutoCorrect adjustment, click the AutoCorrect Options button, then click Undo
Smart tag	A purple dotted line appears under text Word recognizes as a date, name, address, or place; a Smart Tag Actions button appears when you point to a smart tag	Click the Smart Tag Actions button to display a shortcut menu of options (such as adding a name to your address book in Outlook or opening your Outlook calendar to a date); to remove a smart tag, click Remove this Smart Tag on the shortcut menu

Saving a Document

To store a document permanently so you can open and edit it in the future, you must save a document as a **file** on your computer. When you **save** a document you give it a name, called a **filename**, and indicate the location where you want to store the file. Files can be saved to your computer's internal hard disk, to a floppy disk, or to a variety of other locations. You can save a document using the Save button on the Standard toolbar or the Save command on the File menu. Once you have saved a document for the first time, you should save it again every few minutes and always before printing so that the saved file is updated to reflect your latest changes. Alice saves her memo with the filename Marketing Memo.

Steps

1. Click the **Save button** 🖫 on the Standard toolbar

The first time you save a document, the Save As dialog box opens, as shown in Figure A-7. The default filename, Memorandum, appears in the File name text box. The default filename is based on the first few words of the document. The ".doc" extension is assigned automatically to all Word documents to distinguish them from files created in other software programs. To save the document with a different filename, type a new filename in the File name text box, and use the Save in list arrow to select where you want to store the document file. You do not need to type .doc when you type a new filename. Table A-3 describes the functions of the buttons in the Save As dialog box.

2. Type **Marketing Memo** in the File name text box

The new filename replaces the default filename. It's a good idea to give your documents brief filenames that describe the contents.

3. Click the **Save in list arrow**, then navigate to the drive or folder where your Project Files are located

The drive or folder where your Project Files are located appears in the Save in list box. Your Save As dialog box should resemble Figure A-8.

4. Click **Save**

The document is saved to the location you specified in the Save As dialog box, and the title bar displays the new filename, "Marketing Memo."

5. Place the insertion point before **August** in the second sentence, type **early**, then press **[Spacebar]**

You can continue to work on a document after you have saved it with a new filename.

6. Click 🖫

Your change to the memo is saved. Saving a document after you give it a filename saves the changes you make to a document. You also can click File on the menu bar, and then click Save to save a document.
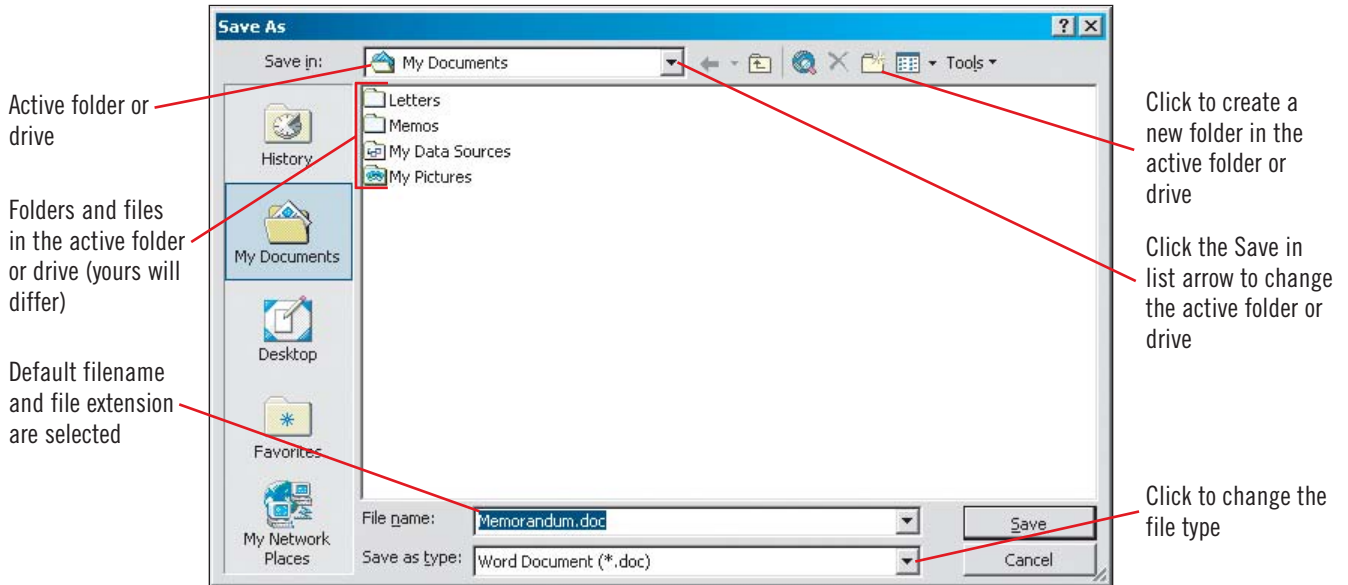
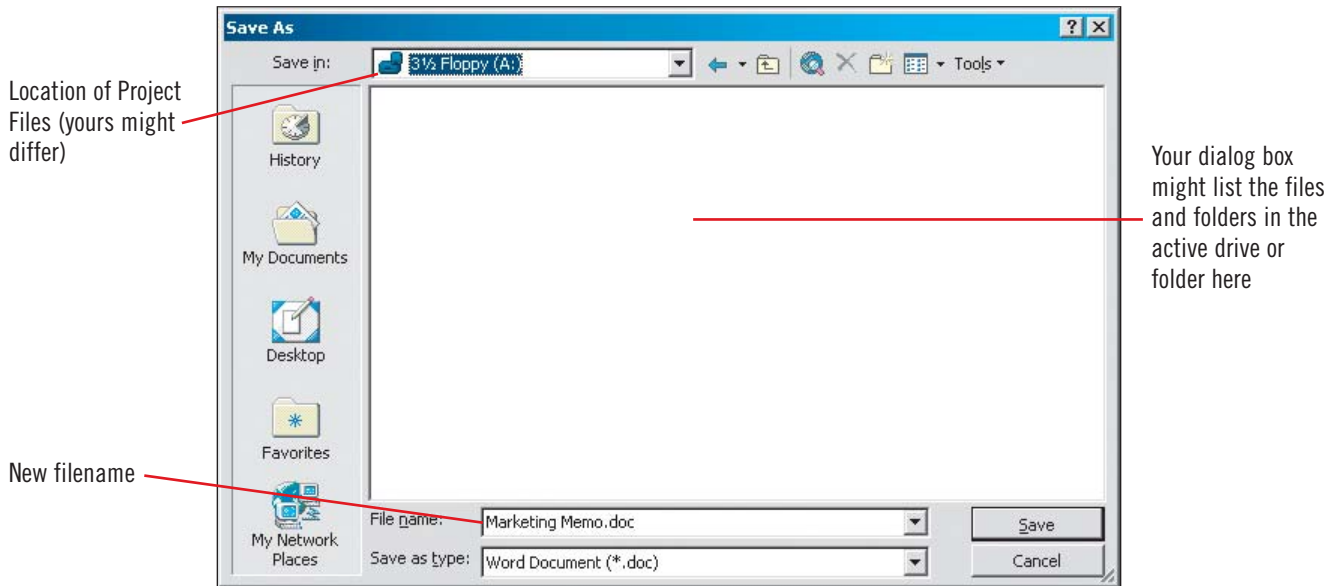### CLUES TO USE

Recovering lost document files

Sometimes while you are working on a document, Word might freeze, making it impossible to continue working, or you might experience a power failure that shuts down your computer. Should this occur, Word has a built-in recovery feature that allows you to open and save the files that were open during the interruption. When you restart Word after an interruption, the Document Recovery task pane opens on the left side of your screen and lists both the original and the recovered versions of the Word files. If you're not sure which file to open (original or recovered), it's usually better to open the recovered file because it includes your latest changes to the document. You can, however, open and review all the versions of the file that were recovered and select the best one to save. Each file listed in the Document Recovery task pane has a list arrow with options that allow you to open the file, save the file, delete the file, or show repairs made to the file.

FIGURE A-7: Save As dialog box

Active folder or drive

Folders and files in the active folder or drive (yours will differ)

Default filename and file extension are selected

Click to create a new folder in the active folder or drive

Click the Save in list arrow to change the active folder or drive

Click to change the file type

FIGURE A-8: File to be saved to drive A

Location of Project Files (yours might differ)

Your dialog box might list the files and folders in the active drive or folder here

New filename

TABLE A-3: Save As dialog box buttons

button	use to
⬅ Back	Navigate to the drive or folder previously shown in the Save in list box; click the Back list arrow to navigate to a recently displayed drive or folder
🔼 Up One Level	Navigate to the next highest level in the folder hierarchy (to the drive or folder that contains the current folder)
🔍 Search the Web	Connect to the World Wide Web to locate a folder or file
✕ Delete	Delete the selected folder or file
🗂 Create New Folder	Create a new folder in the current folder or drive
▦ ▾ Views	Change the way folder and file information is shown in the Save As dialog box
Tools ▾ Tools	Open a menu of commands related to the selected drive, folder, or file

Printing a Document

Before you print a document, it's a good habit to examine it in Print Preview to see what it will look like when printed. When you are ready, you can print a document using the Print button on the Standard toolbar or the Print command on the File menu. When you use the Print button, the document prints using the default print settings. If you want to print more than one copy of a document or select other printing options, you must use the Print command. ⬗ Alice displays her memo in Print Preview and then prints a copy.

Steps 1234

1. Click the **Print Preview button** 🔍 on the Standard toolbar

The document appears in Print Preview. It is useful to examine a document carefully in Print Preview so that you can correct any problems before printing it.

2. Move the pointer over the memo text until it changes to 🔍, then click the memo

Clicking with the 🔍 pointer magnifies the document in the Print Preview window and changes the pointer to 🔍. The memo appears in the Print Preview window exactly as it will look when printed, as shown in Figure A-9. Clicking with 🔍 reduces the size of the document in the Print Preview window.

3. Click the **Magnifier button** 🔍 on the Print Preview toolbar

Clicking the Magnifier button turns off the magnification feature and allows you to edit the document in Print Preview. In edit mode, the pointer changes to ⌶. The Magnifier button is a **toggle button**, which means you can use it to switch back and forth between magnification mode and edit mode.

4. Compare the text on your screen with the text in Figure A-9, examine your memo carefully for typing or spelling errors, correct any mistakes, then click the **Close Preview button** Close on the Print Preview toolbar

Print Preview closes and the memo appears in the document window.

5. Click the **Save button** 💾 on the Standard toolbar

If you made any changes to the document since you last saved it, the changes are saved.

6. Click **File** on the menu bar, then click **Print**

The Print dialog box opens, as shown in Figure A-10. Depending on the printer installed on your computer, your print settings might differ slightly from those in the figure. You can use the Print dialog box to change the current printer, change the number of copies to print, select what pages of a document to print, and modify other printing options.

7. Click **OK**

The dialog box closes and a copy of the memo prints using the default print settings. You can also click the Print button 🖨 on the Standard toolbar or the Print Preview toolbar to print a document using the default print settings.
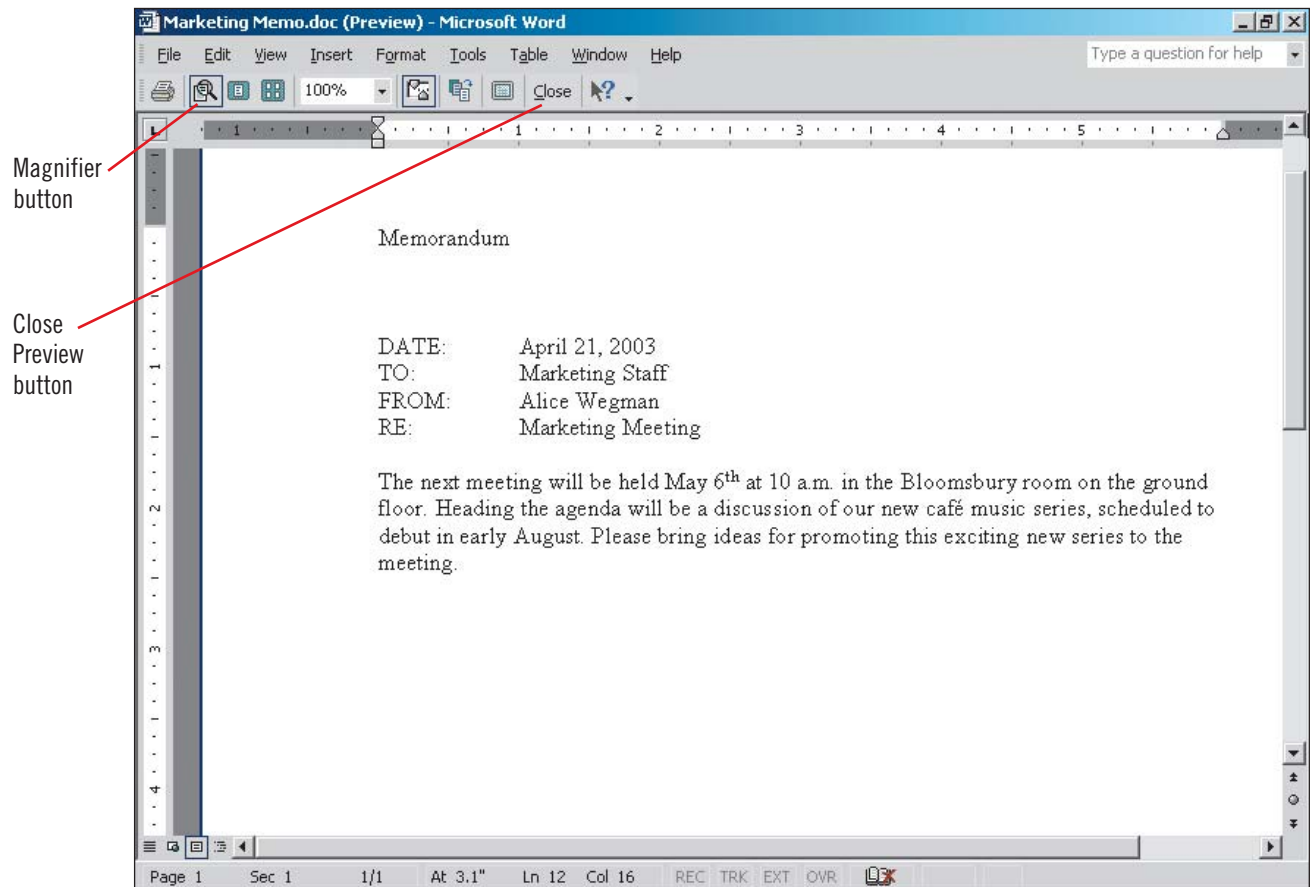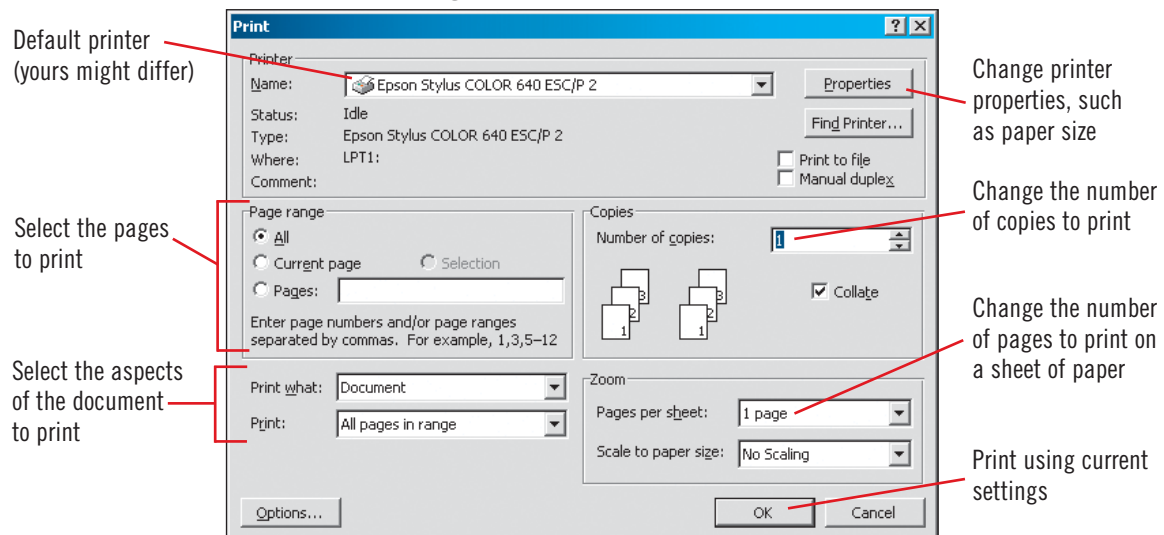
FIGURE A-9: Memo in the Print Preview window

Magnifier
button

Close
Preview
button

Memorandum

DATE: April 21, 2003
TO: Marketing Staff
FROM: Alice Wegman
RE: Marketing Meeting

The next meeting will be held May 6th at 10 a.m. in the Bloomsbury room on the ground floor. Heading the agenda will be a discussion of our new café music series, scheduled to debut in early August. Please bring ideas for promoting this exciting new series to the meeting.

FIGURE A-10: Print dialog box

Default printer
(yours might differ)

Change printer
properties, such
as paper size

Change the number
of copies to print

Select the pages
to print

Change the number
of pages to print on
a sheet of paper

Select the aspects
of the document
to print

Print using current
settings

Using the Help System

Word includes an extensive Help system that provides immediate access to definitions, instructions, and useful tips for working with Word. You can quickly access the Help system by typing a question in the Ask a Question box on the menu bar, or by clicking the Microsoft Word Help button on the Standard toolbar. Table A-4 describes the many ways to get help while using Word. ✎ Alice is curious to learn more about typing with AutoCorrect and viewing a document in Print Preview. She searches the Word Help system to discover more about these features.

Steps 1234

1. Type **AutoCorrect** in the Ask a Question box on the menu bar, then press **[Enter]**
A drop-down menu of help topics related to AutoCorrect opens. You can select a topic from this menu or click See more… to view additional help topics related to your query.

2. Click **About automatic corrections** on the drop-down menu
The Microsoft Word Help window opens, as shown in Figure A-11. The left pane of the Help window contains the Contents, Answer Wizard, and Index tabs, which you can use to search for and display information on help topics. The right pane of the Help window displays the "About automatic corrections" help topic you selected. The blue text in the Help window indicates a link to a definition or to more information about the topic. Notice that the pointer changes to 🖱 when you move it over the blue text.

3. Read the information in the Help window, then click the blue text **hyperlinks**
Clicking the link expands the help topic to display more detailed information. A definition of "hyperlink" appears in green text in the Help window.

4. Read the definition, then click **hyperlinks** again to close the definition

5. Click **Using AutoCorrect to correct errors as you type**, then read the expanded information, clicking the **down scroll arrow** as necessary to read the entire help topic
Clicking the up or down scroll arrow allows you to navigate through the help topic when all the text does not fit in the Help window. You can also **scroll** by clicking the scroll bar above and below the scroll box, or by dragging the scroll box up or down in the scroll bar.

6. Click the **Answer Wizard tab** in the left pane if necessary, type **print a document** in the What would you like to do? text box, then click **Search**
When you click Search, a list of help topics related to your query appears in the Select topic to display box on the Answer Wizard tab, as shown in Figure A-12. The active help topic—the topic selected in the Select topic to display box—appears in the right pane.

7. Click the **Index tab**, type **print preview** in the Type keywords text box, then click **Search**
As you type, notice that Word automatically supplies possible keywords in the Type keywords box. When you click Search, a list of help topics related to Print Preview appears in the Choose a topic box. You can use the Index tab to narrow the scope of the help topics related to your query by searching for topics related to specific words or phrases.

8. Click **Edit text in print preview** in the Choose a topic box
The help topic appears in the right pane of the Help window.

9. Click the **Close button** on the Help window title bar to close Help

FIGURE A-11: Microsoft Word Help window

Prints active help topic

Index tab appears in left pane; your active tab might differ

Expands all links

Current help topic appears in right pane

Pointer changes to a hand when pointing to a hyperlink

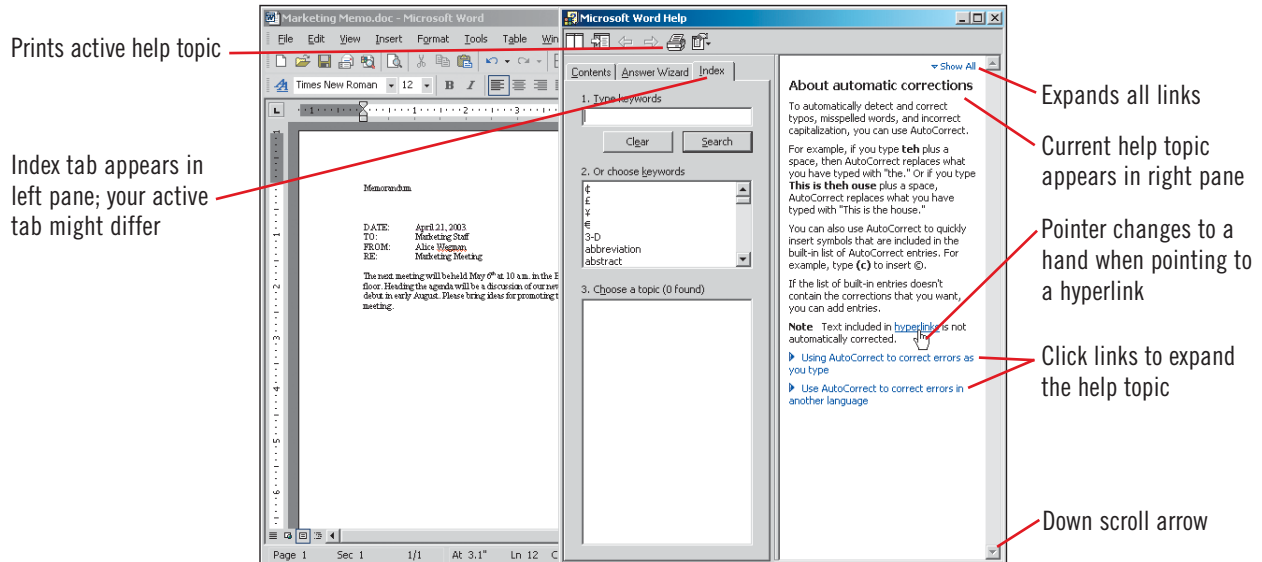Click links to expand the help topic

Down scroll arrow

FIGURE A-12: Answer Wizard tab in the Microsoft Word Help window

Query used to search for topic

List of help topics related to query

Close button

Active help topic
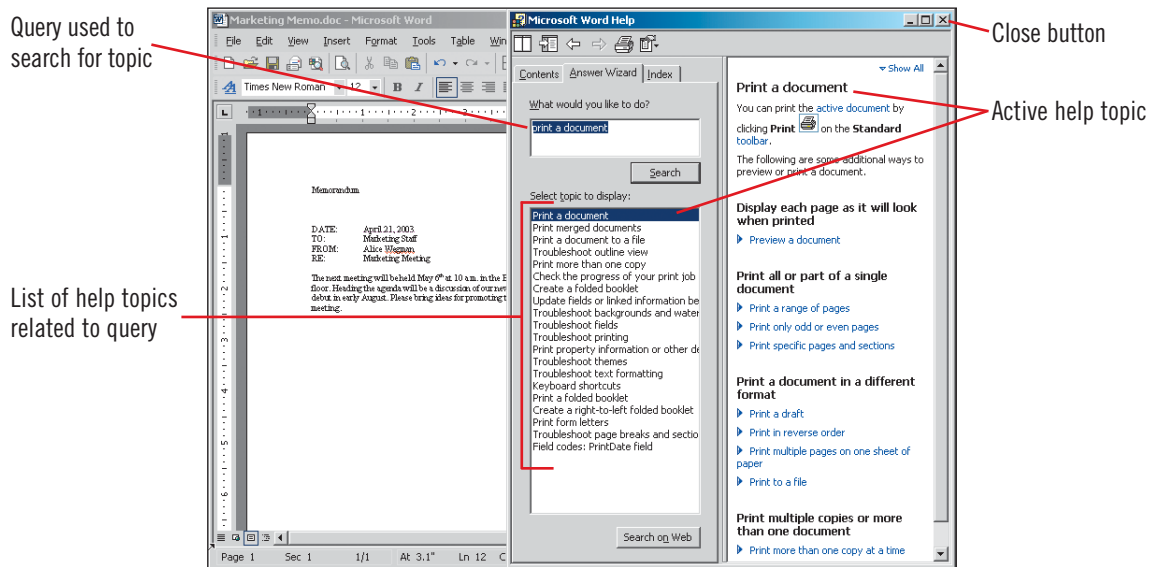
TABLE A-4: Word resources for getting Help

resource	function	to use
Ask a Question box	Provides quick access to the Help system	Type a word or question in the Ask a Question box, then press [Enter]
Office Assistant	Displays tips and Help topics related to your current task and provides access to the Help system	Press [F1] or click the Microsoft Word Help button 🔲 on the Standard toolbar, select a Help topic or type a word or question in the Office Assistant dialog box, then click Search
Microsoft Word Help window	Catalogs and displays the detailed Help topics included in the Help system	Browse the table of contents on the Contents tab, type a question in the text box on the Answer Wizard tab, or search for topics related to a keyword on the Index tab
What's This?	Displays information about elements of the Word program window in ScreenTips	Press [Shift][F1] or click the What's This? command on the Help menu, then use the ⬚? pointer to click the element for which you want help
Help on the World Wide Web	Connects to the Microsoft Office Web site, where you can search for information on a topic	Click the Office on the Web command on the Help menu

Unit A

Closing a Document and Exiting Word

When you finish working on a document and have saved your changes, you can close the document using the Close Window button on the menu bar or the Close command on the File menu. Closing a document closes the document only, it does not close the Word program window. To close the Word program window and exit Word, you can use the Close button on the title bar or the Exit command on the File menu. Using the Exit command closes all open documents. It's good practice to save and close your documents before exiting Word. Figure A-14 shows the Close buttons on the title bar and menu bar. ✏️ Alice closes the memo and exits Word.

Steps 1 2 3 4

1. Click **File** on the menu bar, then click **Close**

If you saved your changes to the document before closing it, the document closes. If you did not save your changes, an alert box opens asking if you want to save the changes.

QuickTip

Click the New Blank Document button 🗋 on the Standard toolbar to create a new blank document.

2. Click **Yes** if necessary

The document closes, but the Word program window remains open, as shown in Figure A-15. You can create or open another document, access Help, or close the Word program window.

3. Click **File** on the menu bar, then click **Exit**

The Word program window closes. If any Word documents were still open when you exited Word, Word would close all open documents, prompting you to save changes to those documents if necessary.
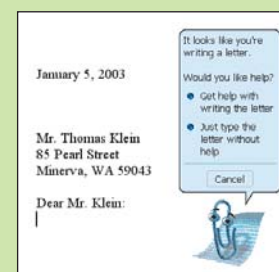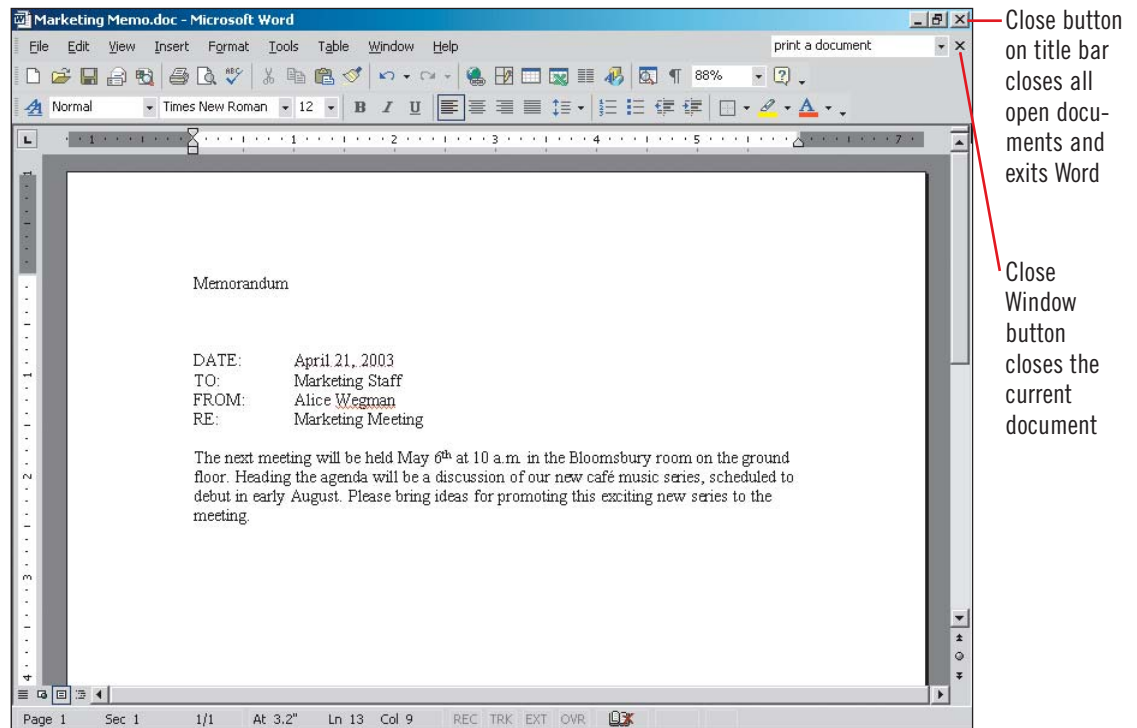
CLUES TO USE

Using the Office Assistant to get Help

The **Office Assistant**, shown in Figure A-13, is an animated character that appears on your screen to provide tips while you work. For example, when you begin typing a letter, the Office Assistant anticipates what you are doing and opens to offer help writing a letter. You can accept this help or continue working on your own. The Office Assistant also appears when you use the Microsoft Word Help button 🔲 to access the Word Help system. In this case, the Office Assistant displays a list of help topics related to tasks you have recently completed and provides space for you to search for information on other topics. Selecting a help topic in the Office Assistant displays

that topic in the Microsoft Help window. When you finish working with the Office Assistant, right-click it and then click Hide to close it. You also can turn off the Office Assistant: right-click it, click Options, deselect the Use the Office Assistant check box on the Options tab in the Office Assistant dialog box, and then click OK. To turn it on again, click Show Office Assistant on the Help menu.

FIGURE A-13: Office Assistant

FIGURE A-14: Close and Close Window buttons

Close button on title bar closes all open documents and exits Word

Close Window button closes the current document

FIGURE A-15: Word program window with no documents open

New Blank Document button
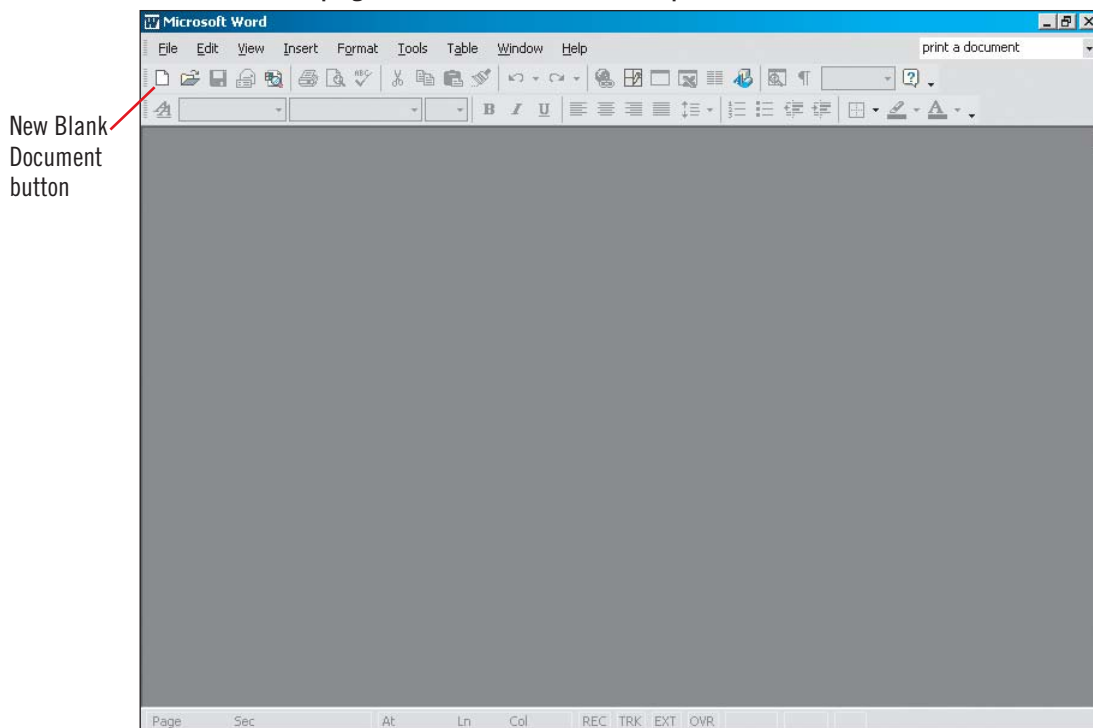
Practice

► Concepts Review

Label the elements of the Word program window shown in Figure A-16.
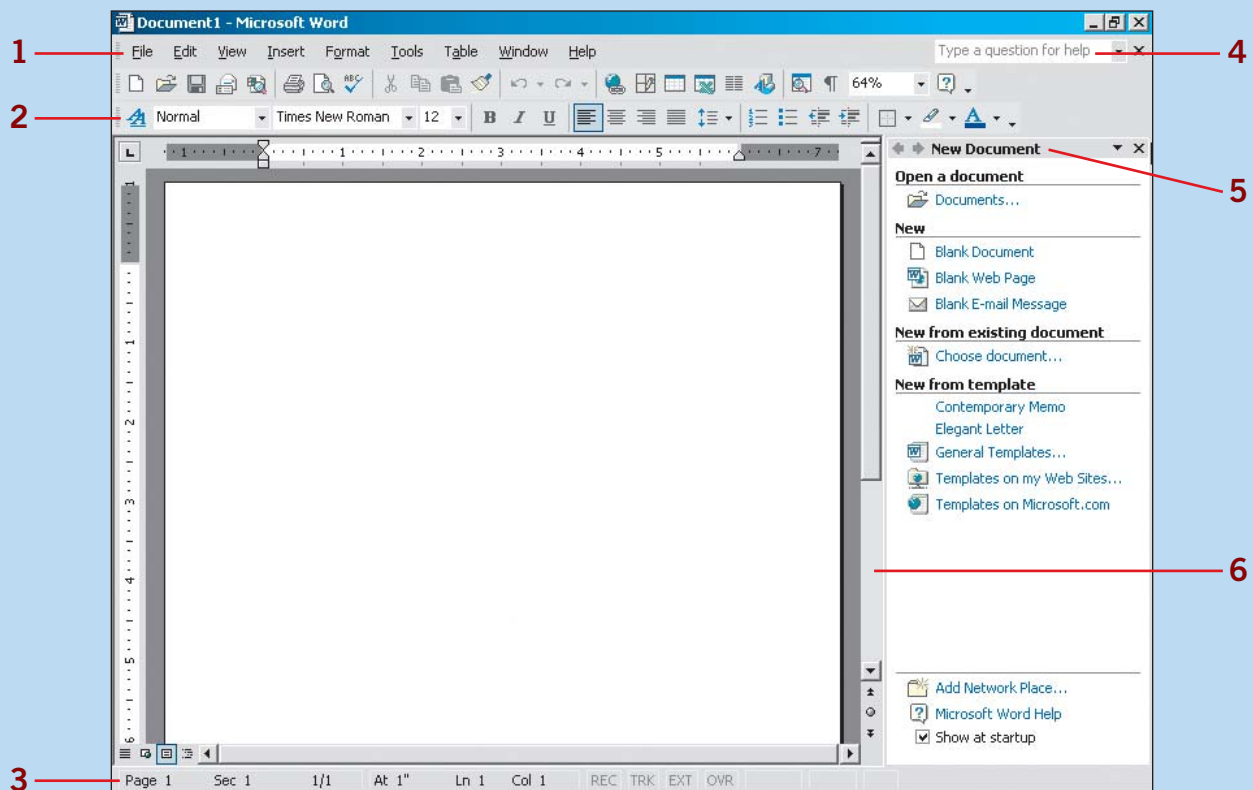
Match each term with the statement that best describes it.

7. **Print Preview**
8. **Office Assistant**
9. **Status bar**
10. **Menu bar**
11. **AutoComplete**
12. **Horizontal ruler**
13. **AutoCorrect**
14. **Normal view**

a. Suggests text to insert into a document
b. Provides access to Word commands
c. Displays the document exactly as it will look when printed
d. Provides tips on using Word and displays Help topics
e. Fixes certain errors as you type
f. Displays the number of pages in the current document
g. Displays a simple layout view of a document
h. Displays tab settings and document margins

Select the best answer from the list of choices.

15. Which element of the Word program window contains hyperlinks to help you quickly accomplish a task?

    a. Formatting toolbar   **c.** New Document task pane

    b. Menu bar   **d.** Status bar

16. Which button is found on the Formatting toolbar?

    a. Underline button   **c.** Format Painter button

    b. Drawing button   **d.** Tables and Borders button

17. What is the function of the Exit command on the File menu?

    a. To save changes to and close the current document

    b. To close the current document without saving changes

    c. To close all open documents and the Word program window

    d. To close all open programs

18. Which view would you use if you want to adjust the margins in a document?

    a. Outline view   **c.** Normal view

    b. Print Layout view   **d.** Web Layout view

19. Which of the following does *not* appear on the status bar?

    a. The current page number   **c.** The Overtype mode status

    b. The current line number   **d.** The current tab settings

20. Which of the following is *not* used to access Word Help topics?

    a. The Ask a Question box   **c.** The Office Assistant

    b. The Search task pane   **d.** The Answer Wizard

▶ Skills Review

1. Start Word 2002.

    a. Start Word using the Programs menu.

    b. Switch to Print Layout view if necessary.

    c. Change the zoom level to Page Width if necessary.

2. Explore the Word program window.

    a. Identify as many elements of the Word program window as you can without referring to the unit material.

    b. Click each menu name on the menu bar and drag the pointer through the menu commands.

    c. Point to each button on the Standard and Formatting toolbars and read the ScreenTips.

    d. Point to each hyperlink in the New Document task pane.

    e. Click the view buttons to view the blank document in Normal, Web Layout, Print Layout, and Outline view.

    f. Return to Print Layout view.

3. Start a document.

    a. Close the New Document task pane.

    b. In a new blank document, begin typing a fax to one of your customers at Plateau Tours and Travel in Montreal.

    c. Type **FAX** at the top of the page, then press [Enter] four times.

   d. Type the following, pressing [Tab] as indicated and pressing [Enter] at the end of each line:
      To: [Tab] **Dr. Monique Lacasse**
      From: [Tab] **Your Name**
      Date: [Tab] **Today's Date**
      Re: [Tab] **Travel arrangements**
      Pages: [Tab] **1**
      Fax: [Tab] **(514) 555-3948**

   e. Press [Enter], then type **I have reserved a space for you on the February 4-18 Costa Rica Explorer tour. You are scheduled to depart Montreal's Dorval Airport on Plateau Tours and Travel charter flight 234 at 7:45 a.m. on February 4th, arriving in San Jose at 4:30 p.m. local time.**

   f. Press [Enter] twice, then type **Please call me at (514) 555-4983 or stop by our offices on rue St-Denis.**

   g. Insert this sentence at the beginning of the second paragraph: **I must receive full payment within 48 hours to hold your reservation.**

   h. Using the [Backspace] key, delete **Travel** in the Re: line, then type **Costa Rica tour**.

   i. Using the [Delete] key, delete **48** in the last sentence, then type **72**.

4. Save a document.

   a. Click File on the menu bar, then click Save.

   b. Save the document as **Lacasse Fax** to the drive and folder where your Project Files are located.

   c. After your name, type a comma, a space, and then type **Plateau Tours and Travel**.

   d. Click the Save button to save your changes to the document.

5. Print a document.

   a. Click the Print Preview button to view the document in Print Preview.

   b. Click the word FAX to zoom in on the document, then proofread the fax.

   c. Click the Magnifier button to switch to edit mode, then correct any typing errors in your document.

   d. Close Print Preview, then save your changes to the document.

   e. Print the fax using the default print settings.

6. Use the Help system.

   a. Click the Microsoft Word Help button to open the Office Assistant. (*Hint*: If the Help window opens instead of the Office Assistant, close the Help window, click Help on the menu bar, click Show the Office Assistant, then click the Microsoft Word Help button again.)

   b. Type **save a document** in the Office Assistant text box, then click Search.

   c. Click the topic Save a document.

   d. Read about saving documents in Word by clicking the links to expand the help topic.

   e. Click the Contents tab, then double-click the topic Viewing and Navigating Documents.

   f. Click the topic Zoom in on or out of a document, then read the help topic.

   g. Close the Microsoft Word Help window.

7. Close a document and exit Word.

   a. Close the Lacasse Fax document, saving your changes if necessary.

   b. Exit Word.

▶ Independent Challenge 1

You are a performance artist, well known for your innovative work with computers. The Missoula Arts Council president, Jeb Zobel, has asked you to be the keynote speaker at an upcoming conference in Missoula, Montana, on the role of technology in the arts. You are pleased at the invitation, and write a letter to Mr. Zobel accepting the invitation and confirming the details. Your letter to Mr. Zobel should reference the following information:

- The conference will be held October 10–12, 2003 at the civic center in Missoula.
- You have been asked to speak for one hour on Saturday, October 11, followed by a half hour for questions.
- Mr. Zobel suggested the lecture topic "Technology's Effect on Art and Culture."
- Your talk will include a 20-minute slide presentation.
- The Missoula Arts Council will make your travel arrangements.
- Your preference is to arrive in Missoula on Friday, October 10, and depart on Sunday, October 12.
- You want to fly in and out of the airport closest to your home.

a. Start Word.

b. Save a new blank document as **Zobel Letter** to the drive and folder where your Project Files are located.

c. Model your letter to Mr. Zobel after the sample business letter shown in Figure A-17: there are 3 blank lines after the date, 1 blank line after the inside address, 1 blank line after the salutation, 1 blank line after each body paragraph, and 3 blank lines between the closing and your typed name.

d. Begin the letter by typing today's date.

e. Type the inside address. Be sure to include Mr. Zobel's title and the name of the organization. Make up a street address.

f. Type a salutation.

g. Using the information listed above, type the body of the letter:

- In the first paragraph, accept the invitation to speak and confirm the important conference details.
- In the second paragraph, confirm your lecture topic and provide any relevant details.
- In the third paragraph, state your travel preferences.
- Type a short final paragraph.

h. Type a closing, then include your name in the signature block.

i. Save your changes.

j. Preview and print the letter, then close the document and exit Word.

FIGURE A-17

July 8, 2003

Dr. Amanda Russell
Department of Literature and Creative Writing
Nashua State College
Nashua, NH 03285

Dear Dr. Russell:

Thank you for the invitation to speak at your upcoming seminar on "The Literature of Place." I will be happy to do so. I understand that the seminar will be held from 2:30 p.m. to 4:30 p.m. on September 17 in the Sanders Auditorium. As you suggested, I will address the topic "Writers of the Monadonock Region."

I appreciate your invitation and I look forward to working with you on September 17.

Sincerely,

Jessica Grange

▶ Independent Challenge 2

Your company has recently installed Word 2002 on its company network. As the training manager it's your responsibility to teach employees how to use the new software productively. Since installing Word 2002, several employees have asked you about smart tags. In response to their queries, you decide to write a memo to all employees and explain how to use the smart tag feature. You know that smart tags are designed to help users perform tasks in Word that normally would require opening a different program, such as Microsoft Outlook (a desktop information-management program that includes e-mail, calendar, and address book features). Before writing your memo, you'll learn more about smart tags by searching the Word Help system.

FIGURE A-18

WORD TRAINING MEMORANDUM

To: All employees
From: Your Name, Training Manager
Date: Today's date
Re: Smart tags in Word 2002

a. Start Word and save a new blank document as **Smart Tags Memo** to the drive and folder where your Project Files are located.

b. Type **WORD TRAINING MEMORANDUM** at the top of the document, press [Enter] four times, then type the memo heading information shown in Figure A-18. Make sure to include your name in the From line and the current date in the Date line.

c. Press [Enter] twice to place the insertion point where you will begin typing the body of your memo.

d. Search the Word Help system for information on working with smart tags.

e. Type your memo after completing your research. In your memo, define smart tags, then explain what they look like, how to use smart tags, and how to remove smart tags from a document.

f. Save your changes, preview and print the memo, then close the document and exit Word.

▶ Independent Challenge 3

Yesterday you interviewed for a job as marketing director at Komata Web Designs. You spoke with several people at Komata, including Hiro Kobayashi, Director of Operations, whose business card is shown in Figure A-19. You need to write a follow-up letter to Mr. Kobayashi, thanking him for the interview and expressing your interest in the company and the position. He also asked you to send him some samples of your marketing work, which you will enclose with the letter.

FIGURE A-19

Hiro Kobayashi
Director of Operations

Komata Web Designs

5-8, Edobori 4-chome
Minato-ku
Tokyo 108-0034 Japan

Phone: (03) 5555-3299
Fax: (03) 5555-7028
Email: hkoba@komata.co.jp

a. Start Word and save a new blank document as **Komata Letter** to the drive and folder where your Project Files are located.

b. Begin the letter by typing today's date.

c. Four lines below the date, type the inside address, referring to Figure A-19 for the address information. Be sure to include the recipient's title, company name, and full mailing address in the inside address. (*Hint*: When typing a foreign address, type the name of the country in capital letters by itself on the last line.)

d. Two lines below the inside address, type the salutation.

e. Two lines below the salutation, type the body of the letter according to the following guidelines:

- In the first paragraph, thank him for the interview. Then restate your interest in the position and express your desire to work for the company. Add any specific details you think will enhance the power of your letter.

- In the second paragraph, note that you are enclosing three samples of your work and explain something about the samples you are enclosing.
- Type a short final paragraph.

f. Two lines below the last body paragraph, type a closing, then four lines below the closing, type the signature block. Be sure to include your name in the signature block.

g. Two lines below the signature block, type an enclosure notation. (*Hint*: An enclosure notation usually includes the word "Enclosures" or the abbreviation "Enc." followed by the number of enclosures in parentheses.)

h. Save your changes.

i. Preview and print the letter, then close the document and exit Word.

e Independent Challenge 4

Unlike personal letters or many e-mail messages, business letters are formal in tone and format. The World Wide Web is one source for information on writing styles, proper document formatting, and other business etiquette issues. In this independent challenge, you will research guidelines and tips for writing effective and professional business letters. Your online research should seek answers to the following questions: What is important to keep in mind when writing a business letter? What are the parts of a business letter? What are some examples of types of business letters? What are some useful tips for writing business letters?

a. Use your favorite search engine to search the Web for information on writing and formatting business letters. Use the keywords **business letters** to conduct your search. If your search does not result in links to information on business letters, try looking at the following Web sites: www.eHow.com, www.business-letters.com, or www.about.com.

b. Review the Web sites you find. Print at least two Web pages that offer useful guidelines for writing business letters.

c. Start Word and save a new blank document as **Business Letters** to the drive and folder where your Project Files are located.

d. Type your name at the top of the document, then press [Enter] twice.

e. Type a brief report on the results of your research. Your report should answer the following questions:
- What are the URLs of the Web sites you visited to research guidelines for writing a business letter? (*Hint*: A URL is a Web page's address. An example of a URL is www.eHow.com.)
- What is important to keep in mind when writing a business letter?
- What are the parts of a business letter?
- In what situations do people write business letters? Provide as many examples as you can think of.

f. Save your changes to the document, preview and print it, then close the document and exit Word.

▶ Visual Workshop

Create the cover letter shown in Figure A-20. Since you plan to print the letter on your letterhead, you do not need to include your return address. Save the document with the name **Publishing Cover Letter** to the drive and folder where your Project Files are stored, print a copy of the letter, then close the document and exit Word.

FIGURE A-20

June 16, 2003

Ms. Olivia Johansen
Managing Editor
Conway Press
483 Grove Street
Wellesley, MA 02181

Dear Ms. Johansen:

I read of the opening for an editorial assistant on the June 15 edition of Boston.com, and I would like to be considered for the position. A recent graduate of Whitfield College, I am interested in pursuing a career in publishing.

My desire for a publishing career springs from my interest in writing and editing. At Whitfield College, I was a frequent contributor to the student newspaper and was involved in creating a Web site for student poetry and short fiction.

I have a wealth of experience using Microsoft Word in professional settings. For the past several summers I worked as an office assistant for Packer Investment Consultants, where I used Word to create newsletters and financial reports for clients. During the school year, I also worked part-time in the Whitfield College admissions office. Here I used Word's mail merge feature to create form letters and mailing labels.

My enclosed resume details my talents and experience. I would welcome the opportunity to discuss the position and my qualifications with you. I can be reached at 617-555-3849.

Sincerely,

Your Name

Enc.